



How to Setup Email in Metron

Version 8 or later



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Version 8 or later

YOUR METRON ADVANCED IMAGING SOFTWARE IS CONTINUALLY BEING ENHANCED. WE LISTEN TO YOU, STRIVING TO ADD AND ENHANCE THE PRODUCT AND SERVICE TO ASSIST YOU WITH THE DIAGNOSIS AND TREATMENT OF YOUR PATIENTS.

Installing Thunderbird

Metron relies on a third party email program to send email. We recommend using Mozilla Thunderbird.

Updated Note: A “Server busy” message will appear; click on the “**Switch to...**” Button. A “Server busy” message will appear; click on the “**Switch to...**” Button.

Mozilla Thunderbird recently provided an update that does not work with third party software as smoothly as previously. We recommend using version 60.9.1. With this version you will not get the popup message which can be downloaded using the following link:

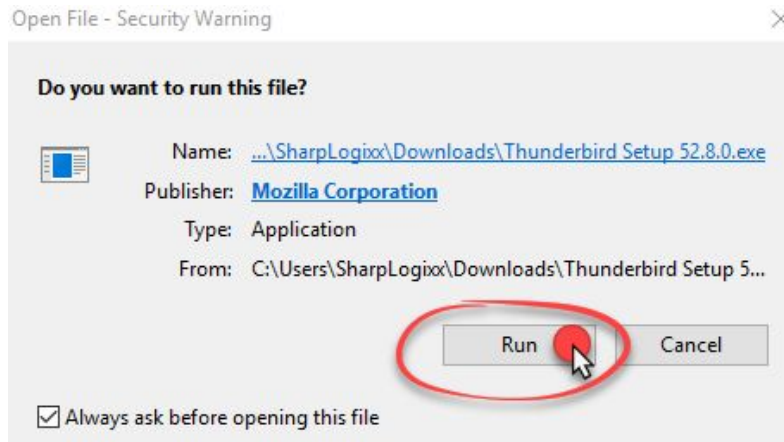
<https://archive.mozilla.org/pub/thunderbird/releases/60.9.1/win32/en-US/>

1. Click on “**Free Download**” Button located in the middle of the page.

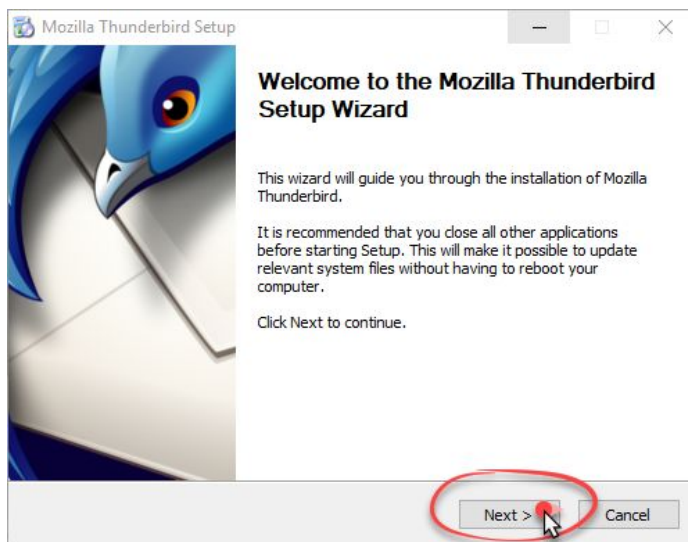
A green rectangular button with the text "Free Download" in white.

2. Depending on your browser, it will start downloading the file for you automatically or it will ask you to run or save. Choose “**Save**”.

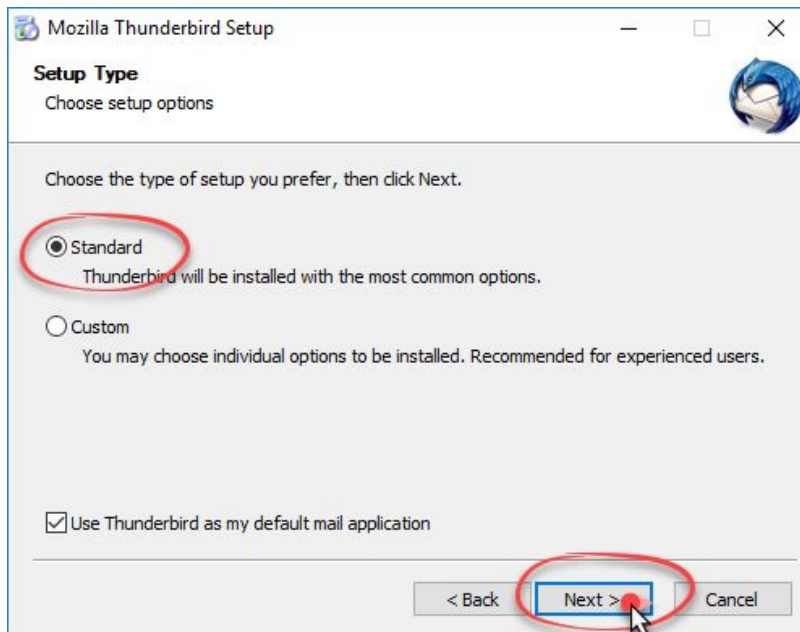
3. Once the file is done downloading, Click **“Run”**.



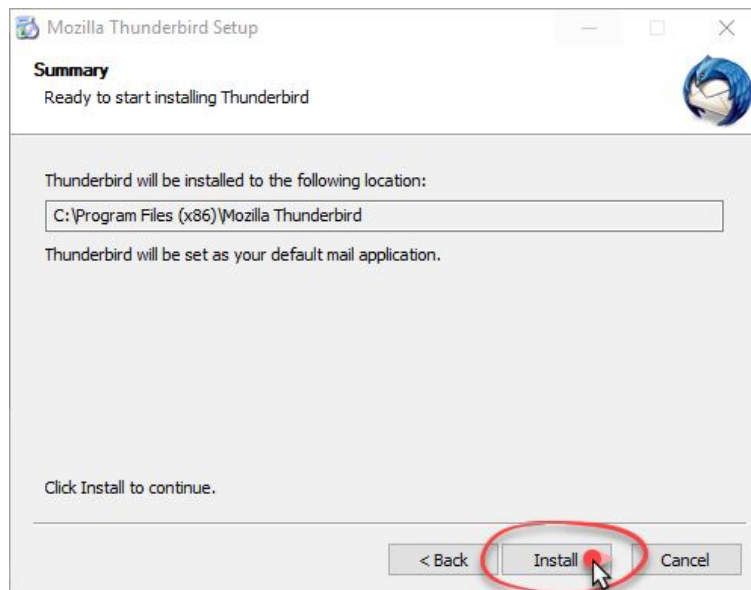
4. Click on the **“Next”** button.



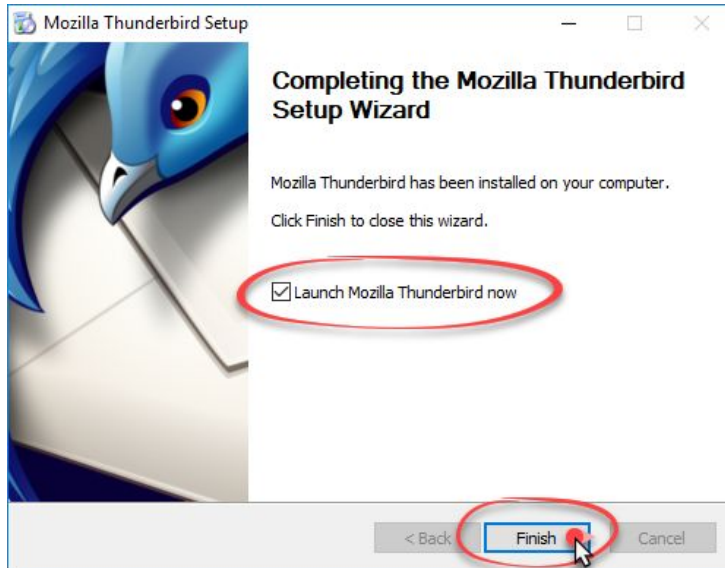
5. Verify Standard is selected and Click on the “Next” button.



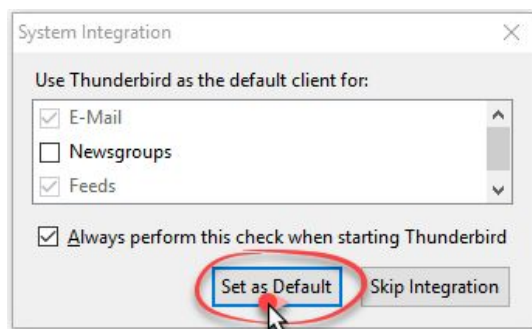
6. Click on the “Install” button.



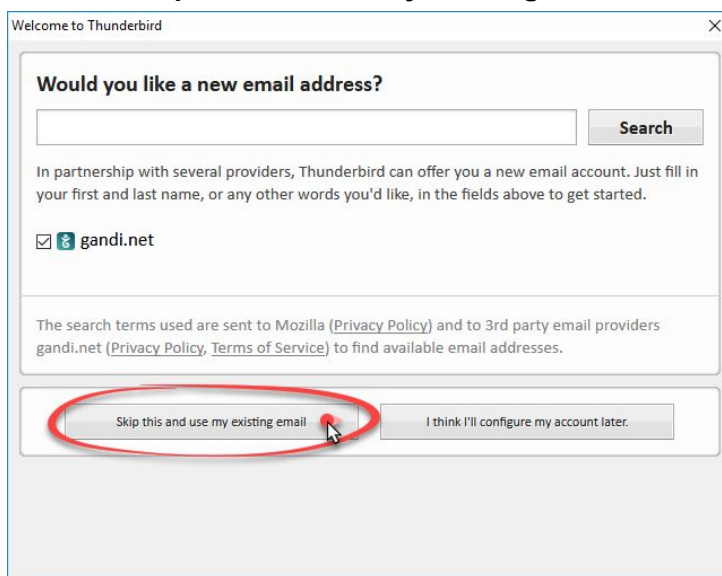
7. Verify **“Launch Mozilla Thunderbird now”** is checked. Click the **“Finish”** button.



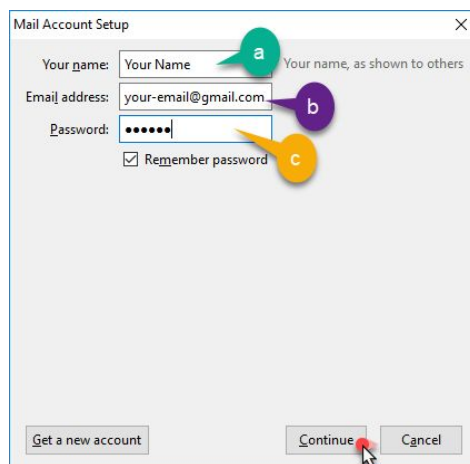
8. Click on **“Set as Default”** button.



9. Click on **“Skip this and use my existing mail”** button.



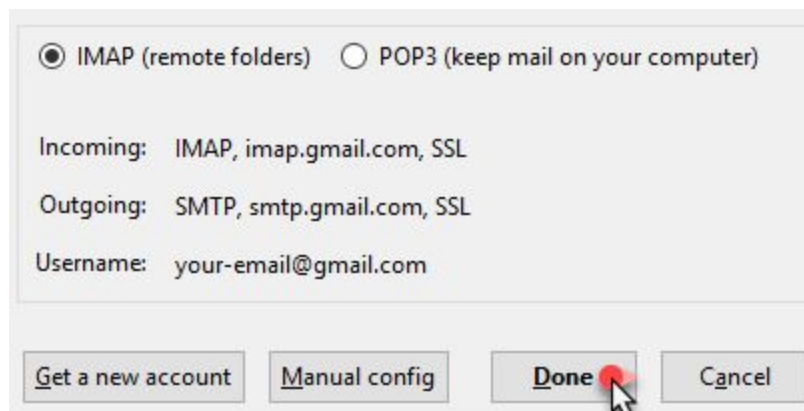
10. Enter your email information (*This should be an existing email address you already have. If you need a new email address we recommend creating a gmail.com email account. We have found gmail email accounts work well and are easy to setup in Thunderbird.*)
- a. Type in your name, or the clinic name. (*This is name that will appear for your outgoing emails.*)
 - b. Type in your **existing** email. (*You are not creating an email address here*)
 - c. Type in the **existing** password for the email address you typed in above. (*You are not creating a password here.*)
 - d. Click on the “**Continue**” button.



The image shows a 'Mail Account Setup' dialog box with the following fields and controls:

- Your name:** A text field containing 'Your Name'. A green callout bubble labeled 'a' points to this field. To the right of the field is the text 'Your name, as shown to others'.
- Email address:** A text field containing 'your-email@gmail.com'. A purple callout bubble labeled 'b' points to this field.
- Password:** A text field containing six dots. A yellow callout bubble labeled 'c' points to this field.
- Remember password:** A checked checkbox.
- Buttons:** At the bottom are three buttons: 'Get a new account', 'Continue', and 'Cancel'. A mouse cursor is clicking the 'Continue' button.

- e. Then the “**Done**” button.



The image shows the 'Incoming/Outgoing' settings section of the 'Mail Account Setup' dialog box:

- Account Type:** Two radio buttons. The first is selected and labeled 'IMAP (remote folders)'. The second is labeled 'POP3 (keep mail on your computer)'.
- Incoming:** Text showing 'IMAP, imap.gmail.com, SSL'.
- Outgoing:** Text showing 'SMTP, smtp.gmail.com, SSL'.
- Username:** Text showing 'your-email@gmail.com'.
- Buttons:** At the bottom are four buttons: 'Get a new account', 'Manual config', 'Done', and 'Cancel'. A mouse cursor is clicking the 'Done' button.

11. **Optional:** If you are using a gmail account, you will need to go a few additional some steps for security purposes. Verify your email address is correct. Click the “**Next**” button.

Enter credentials for tradtke@sharplogix.com on imap.gmail.com
https://accounts.google.com/signin/identifier?hd=sharplogix.com&client_id=406964657835-aqllmia9j55dh1a2bvharfk3t1hgq-apps.googleusercontent.com&as=4-Lq13

Sign in with Google

Sign in
to continue to Mozilla Thunderbird Email

Enter your email
your-email@gmail.com

[Forgot email?](#)

[Create account](#)

NEXT

English (United States) Help Privacy Terms

12. Re-enter your password for your email account. Click the “**Next**” button.

Enter credentials for tradtke@sharplogix.com on imap.gmail.com
https://accounts.google.com/signin/v2/challenge/pwd?hd=sharplogix.com&client_id=406964657835-aqllmia9j55dh1a2bvharfk3t1hgq-apps.googleusercontent.com&as=KyL

Sign in with Google

Welcome
your-email@gmail.com

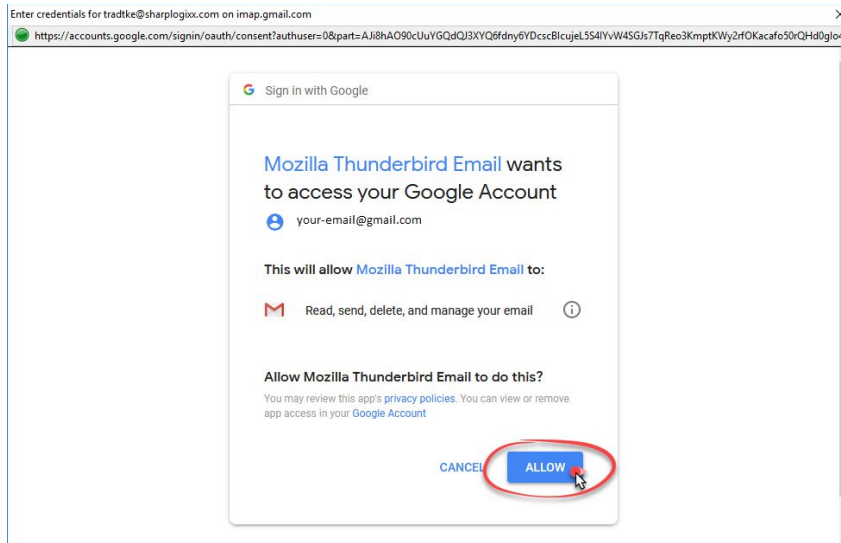
Enter your password

[Forgot password?](#)

NEXT

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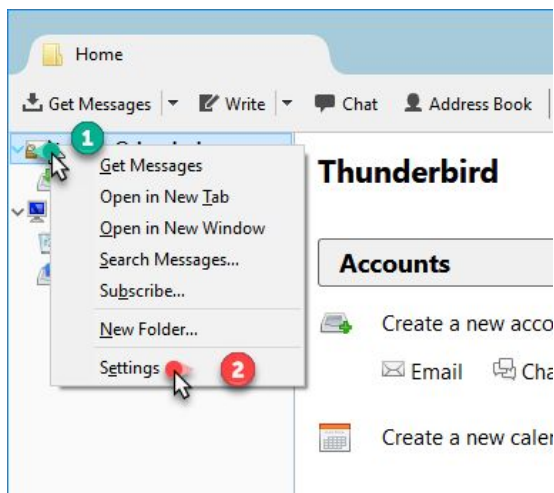
13. Click on the **“Allow”** button. This will allow Mozilla Thunderbird to send email securely.



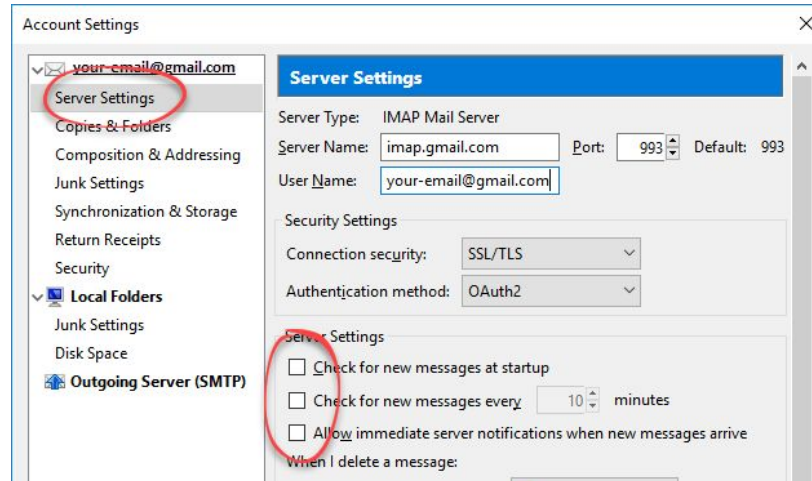
Configuring Thunderbird

The following steps will take you through setting up Thunderbird so that it does not automatically download your incoming emails. This process will also prioritize Metron to send emails first and minimize synchronization of all your emails in Thunderbird, freeing up your data usage and hard drive space.

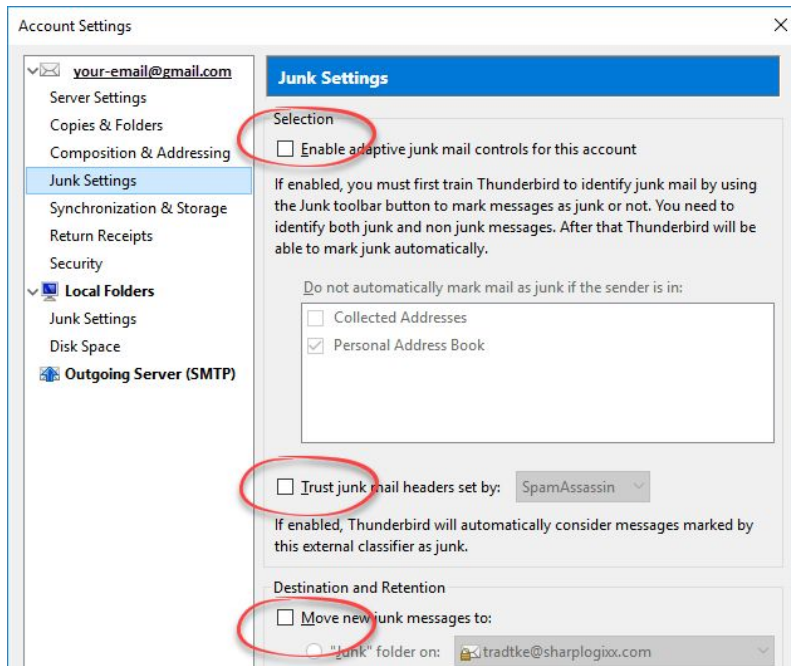
1. Right click on **your email address** in the upper right hand corner.
2. Click on **“Settings”**.



3. Click on **Server Setting** and **Uncheck** the following:
 - a. “Check for new messages at startup.”
 - b. “Check for new message every 10 minutes”
 - c. “Allow immediate server notifications when new messages arrive.”

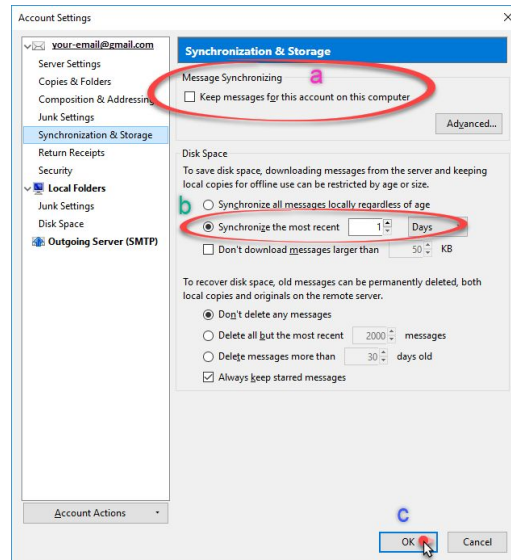


4. Click on **Junk Setting**. Make sure to **uncheck** the three boxes.



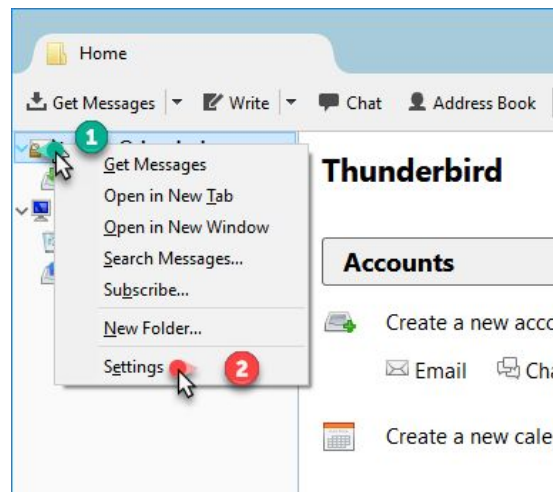
5. Click on **Synchronization & Storage**.

- a. Make sure to **Uncheck** “Keep messages for this account on this computer”.
- b. Change “Synchronize the most recent” from 30 to 1 days.
- c. Click the **“OK”** button.

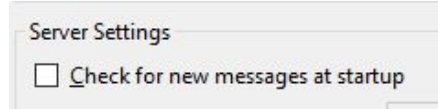


6. Close Thunderbird and open it up again. (*The check for new messages at startup does not stay unchecked the first time. We will want to complete the following steps again.*)

- a. Right click on **your email address** in the upper right-hand corner.
- b. Click on **“Settings”**.



- c. Click on **Server Setting** and **Uncheck** “check for new messages at startup.”

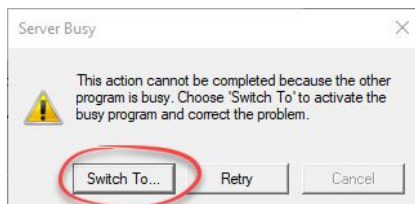


- d. Click the “**OK**” button.

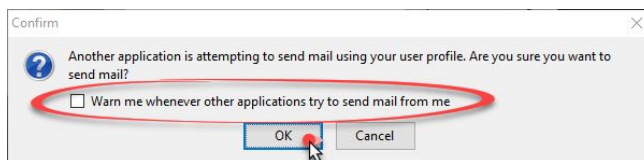
7. Close Thunderbird.

Allowing Metron to Send Email via Metron

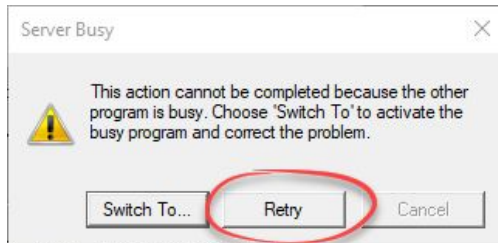
1. Verify Thunderbird is closed and then launch Metron.
2. Click on an image once to **highlight** an image.
3. Click on the **Send** button. 
4. Select “**Send via Email**” option.
5. Add the email you would like to send to by clicking on the “**Addresses**” button and then “**Add New**”. Type in the email address and a nickname (optional).
6. Mark the checkbox next to the email address you wish to send to and then click on the “**Send**” button.
7. A “Server busy” message will appear; click on the “**Switch to...**” Button.



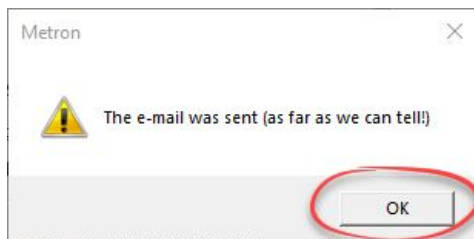
8. Uncheck “**Warn me whenever other application tries to send mail from me**” option and then click the “**OK**” button.



9. Click on the **“Retry”** button.



10. You will then get a message stating it was sent. Click the **“OK”** button.



11. To verify an email was sent, you may check your “Sent” items folder from the computer or device you normally check our email on.

Now that you have completed the setup of email with Metron, any future emails you wish to send from Metron can be sent by using the **“Send”** button.



Contact us if you have additional questions.

We can be reached at metron@metronsupportservices.com or 1-877-638-3868.